

# MISSOURI STATE REHABILITATION COUNCIL FOR THE BLIND

## 2010

## Annual Report

October 1, 2009—September 30, 2010

Missouri State Rehabilitation Council for the Blind  
615 Howerton Court  
P.O. box 2320  
Jefferson City, MO 65102-2320  
Phone: (573) 751-4989 Fax: (573) 751-4984

# SRC

## *Purpose*

The purpose of the State Rehabilitation Council for the Blind includes, but is not limited to:

- Act as a forum through which blind citizens, parents, providers, and other interested Missourians can voice their opinions and constructive criticisms, make recommendations and give public recognition for services being performed on their behalf by RSB;
- Serve jointly with RSB in its activities to improve the services, programs and facilities for blind and visually impaired consumers;
- Receive from RSB information concerning the intents and objectives of RSB so that the Council, in turn, can pass this information on to blind consumers.

*"Alone we can do so little,  
together we can do so much."  
Helen Keller*

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# Letter From the Chairman of the SRC

December 23, 2010

The Honorable Jay Nixon  
Governor of Missouri  
State Capitol  
Jefferson City, Missouri 65101

Dear Governor Nixon:

As Chair of the State Rehabilitation Council (SRC), it is my honor to submit, with my colleagues, the 2010 Annual Report. The SRC is responsible for reviewing, analyzing and advising Missouri Rehabilitation Services for the Blind (RSB), an agency in the Missouri Division of Family Support (DFS), on its policies and provision of rehabilitation services to Missourians who are blind or visually impaired.

Council members are dedicated to working with RSB to assist visually impaired Missourians to become self-supporting and fully participating members of society. Over the last year, the SRC has worked with RSB to promote this type of inclusion with the major focus on employment. As you may recall, RSB was recently recognized as a national leader among state vocational rehabilitation agencies that exclusively serve people who are blind. RSB was the only agency of its kind to meet or exceed all performance standards in the most recent evaluation of vocational rehabilitation agencies conducted by the Rehabilitation Services Administration. The SRC and RSB leadership recognizes that progressive thinking and continuous improvement are necessary to ensure future success for visually impaired Missourians.

Vision loss in our state and country continues to be on the rise, due primarily to increased incidence of diabetic retinopathy and macular degeneration. The American Journal of Ophthalmology estimates that legal blindness will increase by nearly 75% by 2030. The role that RSB plays in the lives of visually impaired Missourians is critical and of mounting importance. This agency is committed to its purpose and to meet the growing challenges facing our fellow citizens.

It is the council's goal that this report provides an informative overview of the activities of RSB and we would be pleased to answer any questions about this report, the operations of RSB, or the work of the council.

Respectfully Submitted,  
Clay C. Berry  
State Rehabilitation Council Chairman  
Director of Education & Rehabilitation Alphapointe Association for the Blind

# Message From The Deputy Director

December 23, 2010

Dear Fellow Missourians:

The annual report presented to you, the citizens of Missouri from the Missouri State Rehabilitation Council for the Blind for the fiscal year 2010 provides valuable information on the Family Support Division/ Rehabilitation Services for the Blind's employment program for Missouri's blind and severely visually impaired.

2010 has been a challenging year for employment opportunities in Missouri with an unemployment rate peaking at 9.7 percent and currently at 9.4 percent. During the federal fiscal year 2010, Family Support Division/Rehabilitation Services for the Blind (RSB) assisted 267 blind Missourians to successfully achieve their employment goals of which 13.86 percent were entrepreneurial goals. RSB had a success rate of 82.41 percent for all individuals who received services and exited the program.

2010 has been the year Rehabilitation Services for the Blind has transitioned from primarily a paper-based case management system to an electronic rule-based case management system. RSB has nearly completed our conversion from the paper based fiscal/data and case management system to an interpretive web-based comprehensive information management system that includes case, administrative, and fiscal management reference and planning systems.

RSB has also implemented the administration of the Blindness Education, Screening and Treatment program. Providing funding for eye exams, through a voucher system, for school age children who fail visual screenings through the public school system at the end of the 1<sup>st</sup> and 3<sup>rd</sup> grade and who have no public health insurance that will cover that expense.

In closing, I along with the State Rehabilitation Council for the Blind offer our earnest appreciation of Missouri businesses and other stakeholders who recognize the real contribution Missourians who are blind and severely visually impaired can make when provided accessible quality education and opportunities. We look forward to the new year and serving Missourians. I thank you and appreciate you for working with us in this important mission.

Sincerely,

Mark Laird,  
Rehabilitation Services for the Blind, Deputy Director

# Success of Mary Colin

Mary Colin is a legally blind resident of Joplin, Missouri. She was legally blind from Stargardt's Syndrome, and was working as Principal of College Heights Christian School. Ms. Colin was unable to read her computer screen or access much of the print materials at work. Ms. Colin heard about Rehabilitation Services for the Blind (RSB) from a previous client. After being determined eligible by her RSB Vocational Rehabilitation Counselor (VRC), she participated in assessments including a low vision evaluation, daily living assessment, and assistive technology evaluations.

With the assistance of her VRC she developed her vocational plan, retaining her employment as Principal of College Heights Christian School. Zoomtext was purchased by RSB allowing Ms. Colin to read her computer screen. RSB purchased an iPad as the built in accessibility of the iPad's speech and magnification allowed Ms. Colin access to information when away from the office. A CCTV allowed Ms. Collin to easily access printed material. In addition Ms. Colin began using a 5x magnifier and wide-ruled paper. Because applying her own makeup was important to Ms. Colin, she worked with a Rehabilitation Teacher (RT) to learn these skills as a legally blind person.

Ms. Colin had not known anyone else who was blind or visually impaired. However, both her VRC and RT were blind and provided peer support and counseling regarding blindness. She was able to learn that she is still able to accomplish the same things that she did before, only in a different way. She credits RSB with much of her vocational success. She told a news reporter, "I could not do any of my job without the equipment they provided. I could not have done it without RSB."

# ***SRC Functions***

**The SRC's functions include, but are not limited to, acting in partnership with RSB to:**

- Review, analyze, and advise RSB regarding RSB's performance of responsibilities, relating especially to eligibility for Vocational Rehabilitation (VR) services; the extent, scope and effectiveness of VR services that RSB provides;
- Assist RSB with the development and review of the State goals and priorities;
- Assist in the preparation of the State plan, amendments to the plan, needs assessments, and evaluations;
- Conduct a review and analysis of the effectiveness of VR services and other functions performed by RSB through Consumer Satisfaction Surveys;
- Prepare and submit an annual report to the Governor, to the Commissioner of the Rehabilitation Services Administration (RSA) of the U. S. Department of Education, and to the Director of the Family Support Division (FSD);
- Coordinate with other councils within the State;
- Advise the FSD/RSB and provide for coordination in establishing a working relationships between FSD/RSB and the Statewide Independent Living Council and Centers for Independent Living in Missouri;
- Select a pool of individuals to serve as impartial hearing officers for VR applicants and recipients who wish to appeal a decision of RSB.

# *Council Members*

Clay Berry, Chairman.....Community Rehabilitation Program  
Donna Borgmeyer.....Independent Living Council  
Ceil Callahan.....Client Assistance Program  
Brady Clevenger.....Vocational Rehabilitation Counselor  
Gene Fleeman.....Business, Industry & Labor  
Pat Fox.....Blind Individual with Multiple Disabilities  
David W. Hertweck.....Business, Industry & Labor  
Rose Marie Hopkins.....Workforce Investment Board  
Beverly Kaskadden.....VR Applicant/Recipient  
Mark Laird.....Deputy Director - Rehabilitation  
Services for the Blind  
Phyllis Lovett .....VR Applicant/Recipient  
Lawrence Luck.....Business, Industry & Labor  
Russell McCampbell.....Business, Industry & Labor  
Jim Sucharski.....State Educational Agency  
John Thompson.....Business, Industry & Labor  
Brian Wekamp.....Disability Advocacy Group  
Liaison.....Cindy Bitterman

**“Rehabilitation Services for the Blind has been instrumental in getting me back to school to get a certificate in a field that I will enjoy. Thank you for everything.”**

*From a former client after a successful closure*



# *Committee's*

## **Evaluation Committee: Beverly Kaskadden - Chair**

The evaluation committee handles anything that the Council does to evaluate the performance and or operation of RSB, such as surveys and annual reports.

## **Governmental Affairs Committee: Russ McCampbell - Chair**

The governmental affairs committee works on things happening at the state and federal level and that are governmental in nature.

## **Planning Committee: Ceil Callahan - Chair**

The planning committee's primary responsibility is the state plan and any other planning operation that Council has. The business network issues will be included in this committee.

## **Membership Committee: Donna Borgmeyer - Chair**

The membership committee works on the membership status of Council members as well as recruitment of potential new members.

## **Program & Policy: Gene Fleeman - Chair**

The program policy committee handles new policy and or program items from RSB rather than waiting until the next Council meeting.

I was extremely impressed with the great services I received from RSB. I would not have been able to make it through high school and college without the wonderful services.”

From a former client after successful closure.

# *The Year In Review*

- Rehabilitation Services for the Blind's top objective for 2010: through the use of a comprehensive knowledge management system, RSB will maintain leadership among separate blind Vocational Rehabilitation agencies in key federal performance outcome measures. RSB has met the major milestones in the development, training and implementation of System7, the automated case and fiscal management system and is on track to go live in the Vocational Rehabilitation Program and Children Specialist's program by the end of December, 2010.
- Rehabilitation Services for the Blind has implemented the Blindness Education, Screening and Treatment (BEST) program and fund to make payments to appropriate medical providers to cover the cost of the comprehensive eye examination of first and third grade children not covered by insurance who fail public school vision screenings.
- Council discussed and agreed to research use of Webinars to improve public participation.
- Council approved the top five strategic SRC priorities.
- State Senator Norma Champion presented to the Council regarding her personal experience with vision loss.
- Council discussed the role of RSB personnel in the Drury University "Summer Jam" camp for visually impaired teens.
- The Council expressed their opposition to the use of the Division of Legal Services employees acting as fair hearing officers for appeals.
- Council approved a motion to request the Governor allow the Council to remove a member who demonstrates through voluntary action that they no longer wish to serve, when a replacement has been obtained.
- Council reviewed the progressive and non-progressive requirements in the disability criteria for eligibility.
- Council reviewed the costs and benefits associated with holding meetings throughout the state and concluded such meetings should continue.
- The Council moved to take steps to increase members knowledge regarding the employment options offered through the Business Enterprise Program (Randolph Sheppard Act) during 2011.

The Council requested a regular recurring report and evaluation of prevalence distribution of eye diseases statewide in active VR cases and a report and evaluation of referral sources for VR applicants.

# Quiet Cars

Sherlock Holmes once keenly observed, "If you want to solve a problem, walk around." For many blind and visually impaired pedestrians, walking around is becoming increasingly difficult because traffic sound, the once reliable key to safe mobility, is growing noticeably less reliable with the popularity of quiet cars. The periodic inflation in the price of gasoline and the global desire to go green are spurring innovative approaches to transportation.

One of these innovations is comprised of electric and fossil-based locomotion. Such hybrid vehicles utilize a quiet electric motor when moving slowly or standing still and transfer to a noisier conventional gasoline engine at higher speeds. Hybrids potentially benefit the environment, but because these cars emit little or no sound at times; they create a sense of uncertainty for pedestrians who have vision impairments.

Proposed solutions include: research into the nature of sound localization, mandatory standards of minimum sound levels for motorized vehicles, suggested additions to traditional orientation and mobility training, voluntary adaptations to make quiet cars with sounds, and devices which can detect hybrids and simultaneously alert blind pedestrians through a small receiver. British carmaker, Group Lotus, has installed an experimental sound generator into a Toyota Pries. This development, which has been widely publicized, consists of a digital recording of a conventional gasoline engine played through speakers mounted at the front of the car. As the quiet electric motor accelerates, the digital sound intensifies. At about 20 miles per hour when the conventional engine switches on, the artificial sound fades away. Researchers at Stanford University have designed a similar system. In the Stanford model, artificial engine sounds are directed to different speakers depending on whether the car is turning or moving straight ahead. Ingenious as these technological solutions might be, they would certainly raise production costs. Without corresponding incentives, the prospect for them to be incorporated into new or existing vehicles is low. Whereas, the State of Missouri is considering the purchase of the more fuel efficient, "quiet cars"; and Whereas, the solution for enabling sounds being emitted in such vehicles has not been fully addressed; AND Whereas, the safety of blind and visually impaired Missourians would be in jeopardy until manufacturers of such vehicles incorporate sound emitting devices for the safety of all Missourians;

NOW, THEREFORE, BE IT RESOLVED by the Missouri National Federation of the Blind, the Missouri Council of the Blind, the St. Louis Lighthouse for the Blind, the State Rehab Advisory Council and Alphapointe of Kansas City that these organizations jointly request that the State of Missouri refrain from the purchase of "quiet cars" until the manufacturers of such vehicles have satisfactorily equipped them with sound emitting devices for the safety of not just blind and visually impaired pedestrians, but all Missouri pedestrians.

Respectfully,

Gary Wunder, President  
Missouri National Federation of the Blind  
Denny Huff, President  
Missouri Council of the Blind  
John Thompson, President

St. Louis Lighthouse for the Blind  
Clay Berry, Chair  
Missouri State Rehab Advisory Council  
Reinhard Mabry, Director  
Alphapointe of Kansas City

# Mrs. Tracy Welty's Success Story

Tracy Welty was newly visually impaired. Like many clients of Rehabilitation Services for the Blind (RSB) she did not realize that the talents, successes, and experiences she had are the same. Only the approach to applying those talents has changed. Mrs. Welty had enjoyed a long and successful career as an underwriter with an insurance agency and has a Masters degree in Insurance Contract management. She had always had some vision problems. But when her Retinitis Pigmentosa (RP) advanced to the point that she could no longer read printed documents, Mrs. Welty wondered if her longstanding career was over. She negotiated working from home for the past four years. However, she worried about being able to continue working with the severity of her vision loss.

Blindness and low vision forced many changes in her life. She would hold onto her husband when shopping as a sighted guide. She no longer drove a car and had adapted the lighting in her home. Then someone recommended Rehabilitation Services for the Blind (RSB). RSB counselors visited Mrs. Welty's home in February for an initial interview. She explained that she and her husband moved from Iowa and that she thought there were no services such as RSB where she came from. She informed her counselor that she thought about asking for accommodations through her employer. Despite some 15 years of service, she feared discriminatory actions and was concerned that she would no longer be seen as a valuable employee.

RSB services included cane training with our mobility specialist, allowing Mrs. Welty to regain her independence. The O&M instructor emphasized that a cane was not just a tool for walking, but it also had the added benefit of letting others know that she was visually impaired. She chatted excitedly about how adaptive kitchenware allowed her to cook for her family without fear of making a mistake, ruining the dish, or cutting herself.

Mrs. Welty was provided with Zoom-text software, a large monitor, regular and portable CCTV's, and training on how to use the equipment. Mrs. Welty feels like a talented individual and competent worker again. She no longer feels like her job is in jeopardy. She can shop, travel on her own, and is a mother who feels like she can contribute to her family's functioning. Mrs. Welty was a success before RSB services and she continues to succeed now after services provided by RSB.

# *Consumer Satisfaction Survey*

Consumer Satisfaction Surveys are administered to individuals after closing their Vocational Rehabilitation case with RSB. These survey's are administered on a quarterly basis. Two different surveys are sent, one to individuals whose cases are closed in competitive employment and one to all individuals whose cases were closed in any status other than competitive employment.

## Competitive Employment

Return rate of 25%      Satisfaction level 86%

## Status other than competitive Employment

Return rate of 15.4%      Satisfaction rate of 74%

There are 14 questions on the surveys sent to those who are now in Competitive Employment. The following are three of those questions and their satisfaction rate.

- The choices of services available from RSB were sufficient to meet my needs.  
87% Satisfaction rate.
- As a result of the services provided by RSB, my present work situation is better than it was before I began the program. 85% Satisfaction rate.
- I am pleased with the overall outcome of my experience in the vocational rehabilitation program provided by RSB. 87% Satisfaction rate.

The survey sent to those who are in a status other than competitive employment includes 10 questions a sample of those are...

- The choices of services available from RSB were sufficient to meet my needs.  
90% Satisfaction rate.
- RSB staff were knowledgeable about my needs as a person who is blind.  
80% Satisfaction rate.
- I am please with the overall outcome of my experience in the vocational rehabilitation program provided by RSB. 80% Satisfaction rate.

# *Success Story of Mr. Joe Crews*

In 2003 Mr. Joseph Crews was a 911 dispatcher for St. Francois County. Mr. Crews had to resign his position after his Retinitis Pigmentosa (RP) had progressed to the point that he no longer was able to respond quickly during emergency situations. At that time Mr. Crews contacted Rehabilitation Services for the Blind's Southeast District Office, was provided services through RSB's self employment program and successfully started his own disc jockey business. However, in 2009, Mr. Crews' vision loss progressed much further prompting him to call RSB once more. After consulting with his Vocational Rehabilitation Counselor (VRC) Mr. Crews had an idea for a new self-employment venture, an engraving business. He presented a small business idea that showed a significant amount of thought and research were done to create it. During this process Mr. Crews combined his natural abilities, ambition, and diligence to submit a business plan. After a few enhancements and clarifications, RSB accepted his proposal.

A low vision optometrist provided an exam and recommended various low vision aids including single vision reading eyeglasses, and an Eschenbach MacroLux illuminated stand magnifier. In addition Mr. Crews was provided a laptop with the largest screen possible at the time. Software provided was specific to the tools needed to perform all the engraving and monogramming necessary. Other equipment included a rotary engraver, tools for rotary engraver, a laser engraver and software, and a printer used for placing images on coffee cups. Mr. Crews is very safety conscious and operates the rotary and laser equipment with a few modifications and templates.

Even before the majority of equipment was up and running Mr. Crews had numerous orders for different plaques, trophies, shirts, and hats. Baseball leagues, bowling leagues and civic organizations had all placed orders. "Engrave It" was off and running. One of Mr. Crews' marketing strategies involves traveling to trade shows exhibiting Engrave It's custom wine glasses, retirement mementos, key chains, awards and other products. This marketing strategy has resulted in some large orders for 'Engrave It'. Within the first three months, Mr. Crews exceeded his business plan's income projections. His business is a great success!!!

# *Federal Fiscal Year 2010*

## *Rehabilitation Services for the Blind Data*

**Based on the Annual Average Wage for a Rehabilitated Client  
an average earning of \$24,500**

MO State Taxes Paid per Rehabilitated Client \$1,470

Federal Taxes Paid per Rehabilitated Client \$3,675

Total Taxes Paid per Rehabilitated Client \$5,145

**Total Combined Yearly Taxes Paid by all Rehabilitated Clients  
\$1,286,250**

### **Missouri RSB Funding Sources**

Federal Funds 75.04% \$9,998,148

Blind Pension 21.36% \$2,846,536

BEST 2.62% \$349,000

Donations .75% \$99,995

GR .23% \$30,201

### **Missouri RSB Vocational Rehabilitation Top Five Services Provided Breakout**

Adaptive Equipment 18%

Vocational Training 14%

Physical & Mental Restoration 12%

Transportation 11%

Rehabilitation Engineering 8%

# *Consumers Served*

During federal fiscal year 2010, RSB opened 540 new cases and served a total of 2,088 consumers.

In federal fiscal year 2010, RSB successfully rehabilitated 267 Missourians in their employment goal. The following data profiles show those successful closures:

Successful Closures	Successful Closures
Competitive Employment	205
Homemaker	17
Employment through the Business Enterprise Program	8
Self Employment	37
Total	267

## **Rehabilitation Rate**

82.41% in FFY 2010  
up from 81.35% in FFY-2009.

## **Self-employment Rate**

13.86% in FFY 2010,  
up from 10.9% in FFY 2009

Wages at Closure  
Average Annual Wage  
\$24,287.06  
Average Hourly Wage  
\$11.68

I say to you Missouri Rehabilitation Services for the Blind, a job well done, keep up  
the good work.

From a former client closed after successful closure.



# *Consumers Served*

## **Evaluation Standards and Performance Indicators for FFY 2009**

Section 106 of the Rehabilitation Act of 1973, as amended, requires the Rehabilitation Services Administration (RSA) to establish evaluation standards and performance indicators for the vocational rehabilitation (VR) program that include outcome and related measures of program performance.

Each year, state VR agencies must report program performance data to RSA by December 1<sup>st</sup>. On July 6, 2010 the RSA Commissioner released an advanced copy of the Standards and Indicators to all state directors of all state agencies.

### **GENERAL INFORMATION**

There are 80 public VR agencies. RSB is one of 24 separate blind agencies, which are agencies that provide services only for individuals who are blind or visually impaired. There are 56 General/Combined agencies which are either agencies serving all individuals with disabilities in the state, or agencies serving all individuals with disabilities except those who are blind or visually impaired.

### **SUMMARY OF RSB PERFORMANCE**

RSB passed all six indicators in standard 1. One of two separate blind agencies accomplishing that performance level. RSB passed standard and indicator 2.1 with greater than 100 minorities exiting the program after services.

“There is no doubt about the fact that I could not have carried out my business and attained the amount and quality without the professional assistance of the dedicated officers, staff and your program for the visually impaired. I greatly appreciate all of the assistance and help you have given me over the last few years. Your program has enabled me to turn a disability into a

venture that gave me confidence and  
assurance that I can do the Job! Thank you very much.”

From a former client after successful closure.

# *Consumers Served*

## **Federal Standards and Performance Indicators for FFY 2009**

Evaluation standard 1 assesses VR's impact on employment. Standard 1 includes six performance indicators, three of which are primary indicators. RSB Score 2009 followed by Standard.

1.1 Difference between the number of individuals exiting the VR program who achieved an employment outcome during the current performance period and the number of individuals exiting the VR program who achieved an employment outcome during the previous period. Exceeded by 10  
Equal or Exceed

1.2 The percentage of individuals exiting the program during the performance period who have achieved an employment outcome after receiving services. 79.73% 68.9%

1.3 The percentage who exit the VR program in employment in integrated settings with or without ongoing support services, self-employment, or BEP (Business Enterprise Program) employment with hourly rate of earnings equivalent to at least the federal or state minimum wage rate, whichever is higher, based on all the individuals exiting the program who have achieved an employment outcome after receiving services. 87.38% 35.4%

1.4 The percentage of those individuals identified in indicator 1.3 who have significant disabilities. 100% 89.0%

1.5 The ratio of the average hourly earnings of all individuals in competitive employment to the average hourly earnings of all employed in the state. .669 .59

1.6 The difference in the percentage of individuals who at program entry reported their income as the largest single source of support, and the percentage that reported their personal income as the largest single source of support at program exit. 30.82 30.4

Performance indicator 2.1 measures how successfully an agency is at ensuring that individuals from minority backgrounds have equal access to VR services (minority service rate compared to nonminority service rate).

2.1 The ratio of the percent of individual with a minority background to the percent of individuals without a minority background exiting the program who received VR services. .896 103 minorities .80 with equal or greater than 100

# *The Success Story of Christine McDonald*

Christine McDonald is completely blind resident in the Kansas City area. Early in her life Ms. McDonald was homeless. She was living on the streets in Kansas City and with only an 8<sup>th</sup> grade education, she had little hope for a better life. While in her 30's Ms. McDonald began her very first job at McDonald's working there for a year. She began having issues with her vision and hearing and was soon diagnosed with Stickler's Syndrome resulting in the loss of her remaining vision and hearing. Five months later her hearing returned but both of her eyes had to be removed. Ms. McDonald was placed in a sheltered workshop and was told that was all she could hope for in the future.

After being referred to Rehabilitation Services for the Blind (RSB) and going through evaluations Ms. McDonald discovered that she had an above average IQ. Working with her Vocational Rehabilitation Counselor (VRC) she began working on obtaining her high school diploma online. Other services provided to her were the purchase of a computer, note taking and assistive devices, rehabilitation engineering, and orientation and mobility training. While working on her education Ms. McDonald began reaching out to the homeless population, bringing food and water. Ms. McDonald's goal was to become a substance abuse counselor.

Although eye surgeries and the subsequent healing process slowed her education and desire to return to the workforce, Ms. McDonald earned her high school diploma. Soon after, Ms. McDonald enrolled at Penn Valley Community College. While in school she learned of a job opportunity at a new company helping blind and visually impaired people find jobs, Community Employment Incorporated (CEI) Ms. McDonald continued to work with her VRC on job readiness skills and was hired part-time as a job developer for CEI.

Today she works full-time at a community rehabilitation program as a Program Supervisor and enjoys assisting the disabled and advocating for those less fortunate than herself. She is a home owner and parent of a 4 year old child. She states that it is because of the rehabilitation services provided that she was able to build a life.

# *Vision for the Future*

The Vision Statement for RSB reads:

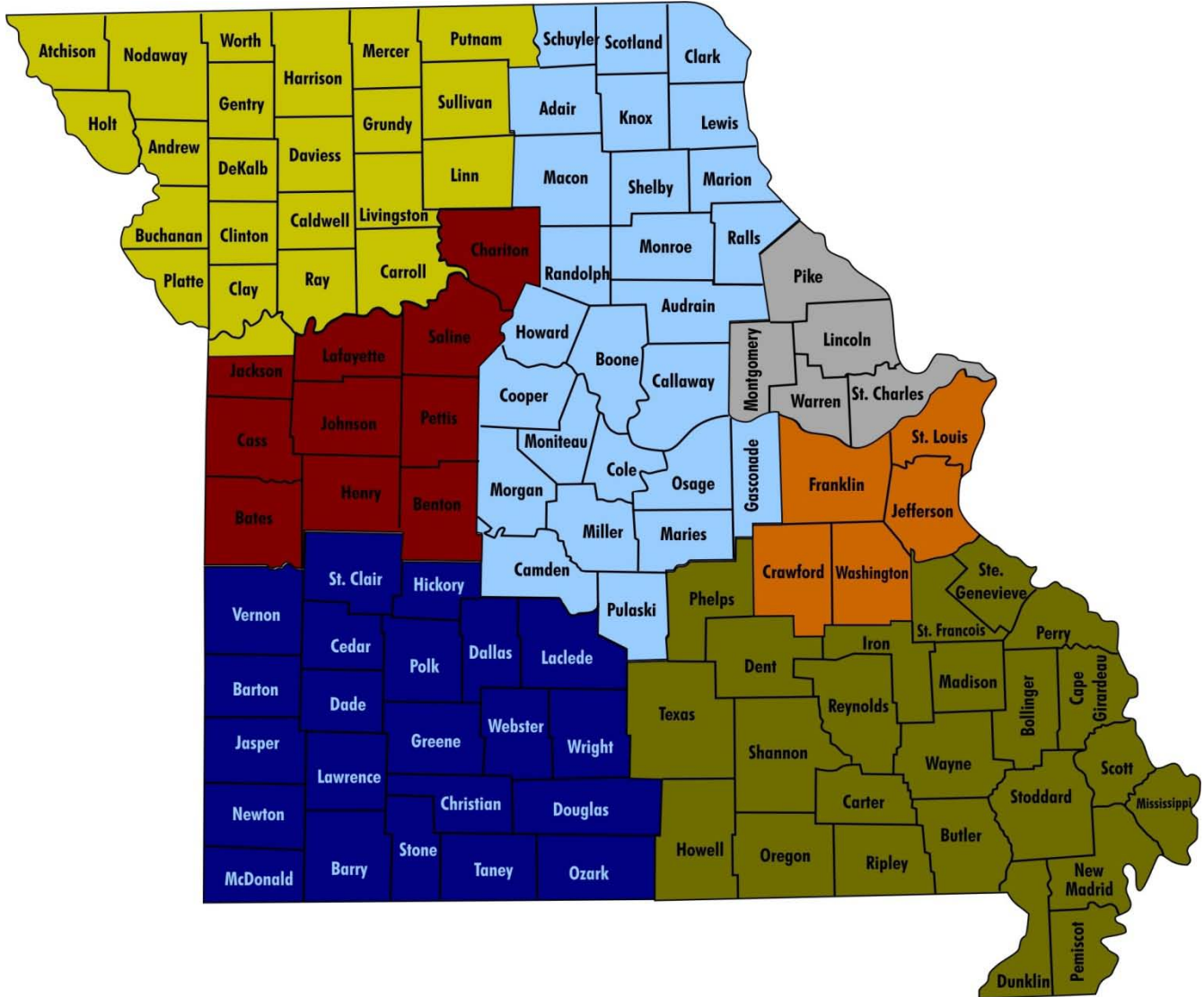
An organization of highly skilled and professional staff at all levels who through their synergism create a dynamic agency that is a State and National leader in blindness rehabilitation

As RSB strives to create opportunities for the personal and vocational success of blind or visually impaired clients, the SRC believes that with the proper training, alternative skills and assistive technology those individuals who are blind can be vocationally, socially and economically competitive.

The SRC will continue to work cooperatively with RSB to improve the services offered to meet what we consider to be the unique rehabilitation needs of clients with visual disabilities. The following top five strategic priorities were developed by the SRC to ensure ongoing success for visually impaired Missourians:

1. Promote the full inclusion, participation, and integration of Missouri blind and severely visually impaired in the economic, social, cultural and educational mainstream of society.
2. Through the SRC's' advisory capacity assure that appropriate education and rehabilitation services increase the employment rate of blind and visually impaired in Missouri.
3. Promote and assure the continuation of specialized vocational rehabilitation services to Missouri consumers who are blind and severely visually impaired through specially trained professional staff with unique skills and knowledge of blindness.
4. In partnership with RSB, develop, agree to, and review the annual state goals and priorities of RSB in preparation of the state plan and evaluate the effectiveness of services.
5. In partnership with RSB, conduct a statewide comprehensive needs assessment to determine the unmet rehabilitation needs of blind and severely visually impaired in Missouri.

# District Map



## RSB Administrative Office

Mark Laird, Deputy Director  
615 Howerton Ct.,  
PO Box 2320  
Jefferson City, MO 65102-2320  
800-592-6004, option 9  
573-751-4249  
Fax 573-526-4984  
[www.dss.mo.gov/fsd/rsb/index.htm](http://www.dss.mo.gov/fsd/rsb/index.htm)

## Prevention of Blindness

Brenda Kennedy,  
POB Coordinator  
615 Howerton Ct.,  
PO Box 2320  
Jefferson City, MO 65102  
800-592-6004, option 8  
573-751-3428  
Fax 573-751-1281

## Business Enterprise Program

Larry Branson, BEP Supervisor  
615 Howerton Ct.,  
PO Box 2320  
Jefferson City, MO 65102  
800-592-6004  
573-751-3369  
Fax 573-751-1281

# *District Offices*

## **District 1 Kansas City North**

Rachel Labrado, District Supervisor  
615 E 13th St., Room 409  
Kansas City, MO 64106  
800-592-6400, option 1  
816-889-2677  
Fax 816-889-2504

## **District 2 Mid- MO**

Jim Brinkman, District Supervisor  
3418 Knipp Dr., Suite A-2  
Jefferson City MO 65102  
800-592-6004, option 2  
573-751-2714  
Fax 573-526-4526

## **District 3 St. Louis North**

Ben Elliott, District Supervisor  
9900 Page Ave., Suite 105  
St. Louis, MO 63132-1431  
800-592-6400, option 3  
314-877-1532  
Fax 314-877-1545

## **District 4 Southeast**

Wendy Metzinger, District Supervisor  
106 Arthur, Suite E PO Box 369  
Sikeston, MO 63801  
800-592-6400, option 4  
573-472-5393  
Fax 573-472-5393

## **District 5 Southwest**

Randy Custer, District Supervisor  
149 Park Central Sq., Room 640  
Springfield, MO 65806  
800-592-6400, option 5  
417-895-6386  
Fax 417-895-6392

## **District 6 St Louis South**

Naomi Soule, District Supervisor  
3867 Magnolia Ave.  
St. Louis, MO 63110  
800-592-6400, option 6  
314-933-7311  
Fax 314-933-7323

## **District 7 Kansas City South**

Kathy Wright, District Supervisor  
4900 Swope Pkwy., Suite 2 South  
Kansas City, MO 64130-2806  
800-592-6400, option 7  
816-929-7171  
Fax 816-929-7170